



## QUALITY POLICY

Orizon srlu considers strategic to focus on **customer satisfaction** by improving the understanding of their needs within its organization. In addition, the company pays the same attention to all stakeholders who participate in various roles to the implementation of processes, such as partners, employees, collaborators, suppliers, so that working in quality brings **economic and professional benefits** for them too.

Our **Quality Policy** has the following objectives:

- 1. Understand the needs of the market**, based on an analysis of the internal and external context and continuously studying the evolution of new needs, in order to be able to meet the demand with maximum effectiveness and efficiency, implementing the offered services.
- 2. Ensure continuous improvement**, aimed at the progressive elimination of errors and inefficiencies in providing the services, through prevention and information activities, within a balanced risk assessment.
- 3. Ensure reliability and competence** in the training services offered to the customer.
- 4. Involve the customer** regarding the improvements that will be made to the services of interest.
- 5. Aim for greater involvement of staff and collaborators** also through communication tools and continuous training.

To achieve these objectives, the company is committed to:

- involve the customer for:
  - improving the service by acquiring opinions and suggestions;
  - improving the ability to relate and communicate;
  - detecting systematically their satisfaction;
- create internal and external communication systems for the company, both of IT nature and through training events;
- provide adequate continuous training to the staff and external collaborators who provide the service;
- monitor new hardware and software technologies, evaluating how to implement and adopt them;
- monitor the performance of its internal processes in order to carry out, where necessary, specific improvement actions.

To this end, the company undertakes to periodically define appropriate improvement objectives, supporting the achievement of these objectives by all its components.

Savignano sul Rubicone (FC), 27/07/2022

A handwritten signature in black ink, appearing to read "Davide Mazzotti", is written over a horizontal line. The signature is stylized and cursive.

Davide Mazzotti